

Accessibility Guide for Upnor Castle

01634 718742, www.visitmedway.org

Contact for accessibility enquiries: Abby Found, Heritage Operations Manager,
abby.found@medway.gov.uk, 01634 331073



Welcome

Our visitor attraction is situated at the end of the High Street of Upper Upnor, close to Rochester in Medway, where it was built on the orders of Queen Elizabeth I as part of her new naval defenses.

Whether you take a tour of the site, visit our shop, or enjoy an event here, we guarantee an interesting day out.

We have limited access for wheelchair users.

Please get in touch if you require any further information about specific access or need advice on planning your visit.

At a Glance

Level Access

- There is no level access on this site.

Hearing

- We have a hearing loop in all public areas throughout our attraction.

Visual

- Some parts of the venue have low lighting.

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Getting here

Upnor Castle
High Street
Upper Upnor
Near Rochester
Kent
ME2 4XG

Travel by public transport

- You can get to Upnor Castle by bus, the Arriva 197
- The nearest bus stop is on Upchat Road. The bus stop is 0.3 miles / 0.5 km from the castle.
- The nearest train station is Strood Station . The train station is 2 miles / 3km from the castle.

Travel by taxi

- There are several options for accessible taxis, listed here for edway:
<https://www.gravesham.gov.uk/taxi-private-hire/wheelchair-accessible-vehicles>
- Accessible taxis should be booked in advance. To access the attraction please ask to be dropped off at our front entrance.

Parking



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- There is no parking at the attraction, but there is a small car park upon entering Upnor Village. There are approximately 20 spaces (shared with Upnor Village) located 200 metres from the entrance to the site. Visitors will need to cross a quiet village road to access the High Street, before walking down a cobbled street to reach the castle. Parking is free of charge. Coach and minibus parking is available in Lower Upnor. There is an additional car park located in Lower Upnor, should it be required by visitors.
- The surface from the on-road parking area and car park to the entrance of the attraction is a mix of both paved and cobblestones.

Arrival



Path to shop (purchase entry ticket)

- From the street, there are two steps up to a pavement that takes visitors to the shop.
- The path is sloped and uneven.



Shop

- There are several steeply pitched steps up to the shop, and down again to access the site. There is a handrail.
- People with mobility issues can be taken through the barrier. This pathway is cobbled.
- There are narrow doorways throughout the Barrack Block.



View of our main entrance from the street

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Getting around inside

Visual Impairment - General Information

- Some parts of the venue have low lighting.



The Blender Sample Room with low lighting



Lift

- There is no lift on site



Ticket/ information desk & shop

Ticketing area

- From the main entrance to the desk, there is level access.
- The area is well and evenly lit by ceiling spot lights.

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- There is a hearing loop at till points.



Ticket desk

Things to See and Do

- From the shop, the rest of the site can be accessed via a slightly rising gritted path that runs to the entrance of the castle.
- There are a small number of steps to negotiate on to a flagged footpath taking visitors through the gatehouse and into the courtyard. There is a ramp down into the Magazine.
- There is a display in the Lower Magazine with a film of the Dutch Raid playing on a loop. This is not currently subtitled.
- The ground floor of the South Tower can be accessed.
- The rest of the castle is not readily accessible.

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Public toilet

- There are no accessible toilets on site.
- The male/female toilets are accessed up a short flight of steps just before the ticket office.



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Interior of ladies toilet

Place to eat and drink

The Sergeant's Mess

- There is a short flight of steps up to the mess building, which contains a vending machine for hot drinks.
- Crisps, cakes and confectionary, as well as a range of ice cream flavors are available in the shop.
- There is no background music.



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Customer care support

Accessibility equipment

- We have a hearing loop in all public areas throughout our attraction.
- We welcome assistance dogs and can provide water bowls for them. Please ask staff for assistance.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- In the case of an evacuation, all customers inside the Attraction will be led to safety by a member of the team or by a member of the fire brigade.

Customer care support

- Some staff have disability awareness training.
 - Some staff have Blind awareness training.
 - Most staff are newly first aid trained.
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Guide last updated: 19 June 2023